



ARIZONA WIC ALERT

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Rejected Food Instruments Second Level Review Process

The Arizona WIC Program has been notified by WIC clinics that several Vendors are taking rejected food instruments to their offices to review and/or replace. This Special WIC Alert will provide you with the information you need regarding rejected food instruments and the second level review process.

The second level review provides the Vendor one opportunity to submit rejected food instruments they feel should have been paid. During the review process, the food instrument payment criteria (see page 6-2 of the Arizona WIC Vendor Manual) will be used to determine whether or not the rejected food instrument qualifies for full, partial or no payment. After the review has been completed, the Vendor will be notified in writing of the outcome from the review.

When requesting a Second Level Review, the Vendor must:

- Submit the original rejected food instrument(s) to the Arizona WIC Program within ninety (90) calendar days of the first date to use. All food instruments submitted ninety (90) calendar days after the first date to use may not be accepted for consideration.
- Provide a reason that explains why the food instrument should be paid.
- Tell the WIC Program in writing, where to send the written response, if it is somewhere other than the address on the Vendor Contract.

If a replacement food instrument is issued, the Vendor must endorse the replacement food instrument and deposit in your WIC authorized bank account no later than thirty (30) calendar days from the issue date.

NOTE: The Second Level Review is conducted by the State Agency **only**. Do not take rejected food instruments to the clinic for review.

If you have any questions regarding this WIC Alert or need technical assistance, please contact any member of the Vendor Management Team at 1-866-737-3935.



Arizona Department of Health Services
Chronic Disease Prevention and Nutrition Services
150 North 18th Avenue, Suite 310
Phoenix, Arizona 85007
1-866-737-3935

Olga R. Eddy, Editor